

Haroms Terfassa

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EXPERIENCE

Delivery Driver

2021 - 2022

Domino's Inc. | Columbia Heights, MN

- Checking orders before delivery to ensure that the correct products have been made, and that charges are accurate.
- Transporting items to customers at their desired locations.
- Managing cash and card payments upon delivery, as needed.
- Adhering to road and traffic regulations.
- Remaining up-to-date with the restaurant's promotions, and informing customers of these accordingly.
- Anticipating and responding to customers' queries and complaints.

Cashier

2018 - 2019

Chick-fil-A | Burnsville, MN

- Promptly greet guests entering the establishment and take their orders according to procedure.
- Professionally communicate with customers regarding orders, comments, inquiries, and complaints.
- Help customers understand menu items, ask clarifying questions, and repeat orders for accuracy.
- Accept payment from customers, issue receipts, authenticate large bills, and make change as necessary.
- Handle cash and payment accurately and have no shortages or overages.
- Consistently exhibit and demonstrate Core 4 with each guest and rest of the team and treat guests with care

EDUCATION

University of Minnesota - Twin Cities | Bachelor of Arts in Computer Science

2021

Normandale Community College | Computer Science

2020 - 2021

Apple Valley High School | High School Diploma

2016 - 2020

SKILLS

Customer Service | Sales | Problem Solving | Teamwork | Communication